



SACHI A. HAMAI  
EXECUTIVE OFFICER

# COUNTY OF LOS ANGELES BOARD OF SUPERVISORS

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## MEMBERS OF THE BOARD

GLORIA MOLINA  
MARK RIDLEY-THOMAS  
ZEV YAROSLAVSKY  
DON KNABE  
MICHAEL D. ANTONOVICH

April 15, 2011

TO: Lori Glasgow, Chair  
Audit Committee

FROM: Sachi A. Hamai  
Executive Officer

SUBJECT: BOARD POLICY 3.030 – INCLUSION OF TRANSLATION SERVICE  
TELEPHONE NUMBERS IN ALL PUBLIC NOTICES

A review was completed of the above mentioned Board policy adopted on May 7, 1991 by Board Order No. 7, which ensures that citizens who do not read and understand English and who receive important public notices from the County are also provided with information on how to reach a person within County government who can translate the notice. I am recommending that the Board Policy sunset review date be extended four years to August 7, 2015.

It has been the responsibility of my office to advertise and mail various types of public notices on behalf of County departments. Since implementation of this Board policy, all public notices have been advertised and mailed in English along with a general statement in Spanish or another language as needed, providing persons with a telephone number to call for more information relative to the public notice. In some cases, at the request of the County department, my office will make the necessary arrangements to have the entire notice translated into a different language. The most frequent request is for translation into Spanish. Compliance with this policy has enabled us to provide better customer service to the citizens of Los Angeles County that require clarification of a notice.

SAH:am

c: Patrick Ogawa, Chief Deputy  
Executive Officer

Twila Kerr, Contact  
Audit Committee



# Los Angeles County BOARD OF SUPERVISORS POLICY MANUAL

Policy #:	Title:	Effective Date:
3.030	Inclusion Of Translation Service Telephone Numbers In All Public Notices	05/07/91

## PURPOSE

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Ensures that citizens who do not read and understand English and who receive important public notices from the County are also provided with information on how to reach a person within County government who can translate the notice.

## REFERENCE

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May 7, 1991 Board Order, Synopsis 10

## POLICY

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All County departments shall include in all public notices a statement that directs the reader to a telephone number to call if the recipient wishes to obtain additional information or if the recipient needs the information translated into another language. This statement should be in Spanish and other languages, as needed.

The Executive Officer of the Board shall review all public notices that are given through the Executive Office to insure that the required statement is included in the notice.

## RESPONSIBLE DEPARTMENT

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Executive Office of the Board of Supervisors

## DATE ISSUED/SUNSET DATE

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Issue Date: May 7, 1991	Sunset Review Date: May 7, 2003
Review Date: June 19, 2003	Sunset Review Date: May 7, 2007
Review Date: August 16, 2007	Sunset Review Date: August 7, 2011
Review Date: August 7, 2011	Sunset Review Date: August 7, 2015